

Navigating the Nursing Home Journey

Session held at the
Frederick County Department of Aging
1440 Taney Avenue, Frederick, MD

Wednesday, May 30, 2012

9:00 a.m.—12:00 p.m.

Overview of Nursing Homes and
Communicating with Staff

Common Care Concerns

Palliative Care

Emotional Reactions to Nursing
Home Placement

Matters of Medicaid

**Free but registration required by
May 25, 2012.**

Light refreshments will be served.

**For additional information
please call the**

Caregiver Support Program
301-600-6001

or the

Ombudsman Program

301-600-2877

www.frederickcountymd.gov/daa

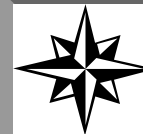
DEPARTMENT OF AGING'S MISSION STATEMENT

The mission of the Department of Aging is to develop and administer programs that support Frederick County older adults in their efforts to remain healthy, active, and independent members of the community, and to provide, coordinate and advocate for services that promote the dignity and enrichment of life for all older adults, their families and caregivers.

The **Caregiver Support Program** is born from the National Family Caregiver Support Program, a federally funded program requiring each state to provide services for caregivers in an effort to provide the necessary tools so they can do their jobs well and help them navigate their ever changing role as a caregiver with confidence and creativity.

The **Ombudsman Program** is an advocacy program that seeks to promote the highest possible quality of life and care for residents living in long-term care facilities.

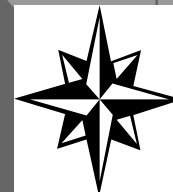
Frederick County Department of Aging
Ombudsman and Caregiver Support Programs
1440 Taney Avenue, Frederick, MD 21702
www.frederickcountymd.gov/daa



Navigating the Nursing Home Journey

*Fact or Fiction
In a nursing home...*

- All family members have access to their loved one's medical information
- Residents have to eat what is served at each meal.
- Residents will be discharged for any combative behavior.



HERE ARE THE FACTS

All family members have access to the resident's medical record.

FICTION– *Only the person identified as medical power of attorney and persons given access by the resident are allowed to review the chart. These names are recorded in the resident's chart.*

Residents have to eat what is being served.

FICTION– *Residents always have the option of an alternate meal if they so choose. Residents can also ask to speak with the dietary manager or dietician to discuss likes and dislikes and make special requests.*

Residents will be discharged for being combative.

FICTION– *Combative behavior by itself is not a legal reason for involuntary discharge. Facilities should work with the resident, staff, family, and physician to develop an individualized plan that addresses combative behavior.*

Want to know more?



The Frederick County Department of Aging's Caregiver Support and Ombudsman Program are partnering to offer family members of newly admitted nursing home residents a program designed to help navigate the practical and emotional issues surrounding nursing home placement.

The session is educational in nature and will include speakers on various topics of interest and include time for questions and for families to seek support from one another. The support/social portion of the of the group is not designed to address specific issues within a certain nursing home, rather its more global purpose is to address issues related to transitioning.

Benefit to Families

- **Provides** practical information and to help family members and friends with the transition of their loved one to a nursing home
- **Explains** certain policies and procedures that will alleviate confusion and misunderstandings between staff and families thereby facilitating a more positive, productive relationship



- **Empowers** families to be an active participant in their loved ones care with realistic expectations
- **Fills** a gap for family members who need additional support and education that may not be provided by a facility, or may be presented during a time when a family member may be too saturated for additional information
- **Educates** families about general operations of nursing homes to help them navigate the system efficiently; gaining an understanding of some fundamental policies, procedures and regulations to reduce family, resident and staff frustration
- **Develops** skills to assist in building strong collaborative relationships with staff
- **Debunks** nursing home myths that lead to conflicts between families, residents and nursing home staff

